

Permanent Fund Dividend Appeals Process Streamlining**FY2002 Request: \$125,000****Reference No: AMD33901****AP/AL:** Appropriation**Project Type:** Information Systems**Category:** Public Support Technology/Service**Location:** Statewide**Contact:** Nanci Jones**Election District:** Statewide**Contact Phone:** (907)465-4785**Estimated Project Dates:** 07/01/2001 - 06/30/2006**Brief Summary and Statement of Need:**

To automate the process of receiving incoming mail from applicants responding to our requests for additional information.

Funding:

	FY2002	FY2003	FY2004	FY2005	FY2006	FY2007	Total
PFD Fund	\$125,000						\$125,000
Total:	\$125,000	\$0	\$0	\$0	\$0	\$0	\$125,000

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased Project	<input type="checkbox"/> On-Going Project
0% = Minimum State Match % Required		<input checked="" type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Total Operating Impact:	0	0
One-Time Startup Costs:	0	
Additional Estimated Annual O&M:	0	0

Prior Funding History / Additional Information:

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As a result of the Needs Assessment done by Wostmann and Associates, PFD established a new data entry system and implemented Phase I of Imaging Technology. They suggested that PFD acquire the ability to do real-time scans to reduce cycle time.

The purpose of this project is to automate the process of receiving incoming mail from applications responding to our requests for additional information. The volume of incoming mail far exceeds 400,000 envelopes, each containing at least one piece of paper. OCR capability will allow PFD to pre-code applicant correspondence, recognize when it's received, and file it at the same time, as opposed to receiving, scanning, linking, and processing it before the information is reviewed. This is part of the real-time processing that needs to be done with the purchase of equipment and software. We will also eventually use this system to process incoming paper applications.

With the addition of OCR capabilities, we anticipate eliminating duplicate correspondence sent in by the public, along with reduced phone calls to our dividend information offices. We will be able to identify mail as it is received even though it hasn't been processed yet. This gives the public confidence that we haven't lost the correspondence they sent to us.